



JOB OPPORTUNITY BULLETIN

CLASSIFICATION: Staff Information Systems Analyst (Specialist)
Perm/FT

POSITION LOCATION: OFFICE OF SYSTEMS INTEGRATION (OSI)
Interim Statewide Automated Welfare System (ISAWS)
8810 Cal Center Drive, Suite 300
Sacramento, CA. 95826

FREE PARKING

FINAL FILE DATE: June 5, 2006

SALARY: \$4,732.00 - \$5,754.00

Are you looking for a dynamic career opportunity in the technical arena? Well look no further! The Office of Systems Integration is looking for a creative, innovative and forward-thinking individual to join a team of professional staff.

Duties/Responsibilities:

Under the general supervision of a Data Processing Manager I of the ISAWS System Support (ISS) organization, the Staff Information Systems Analyst (Specialist), also known as the Remedy Support Specialist, is responsible for independently initiating, overseeing, and delivering system changes for all ISS organization Remedy applications. In addition, the Remedy Support Specialist is responsible for providing production support for Remedy applications used by the system users in the 35 ISAWS counties. The individual must independently analyze user requirements to ensure effective implementation, maintenance and ongoing operation of the ISAWS Remedy applications. The incumbent must develop requirements documents, test plans, and change summaries necessary to support the application maintenance of the ISAWS Remedy applications. The SISA monitors assigned project activities to ensure application software changes are developed, tested, implemented timely, and that internal and external stakeholders are notified. The SISA performs analysis of the most complex and sensitive issues. The Remedy Support Specialist efficiently and effectively evaluates and resolves the more complex application and process issues and acts as a liaison with all stakeholders and users of the ISAWS Remedy applications. The Remedy Support Specialist acts as project lead for development and implementation of high profile ISAWS Remedy applications. The Remedy Support Specialist acts as back-up to the supervisor as necessary.

**Desirable Qualifications:**

- Understand the importance of good customer service and the necessity of effective communication to meet customer's business needs.
- Experience with using the Remedy development tools.
- Experience with using the Crystal Reports design tools.
- Experience with using the Remedy Help Desk software.
- Experience with using facilitation and negotiation techniques.
- General knowledge of the Remedy licensing concepts, processes and procedures.
- General knowledge of Project Management Objectives.
- General knowledge of the System Development Life Cycle.

Who May Apply:

State employees who are currently at the Staff Information Systems Analyst (Specialist), or who have transfer eligibility to that level. (If applicable, please indicate your eligibility in box 12 of your application.)

Persons who have Staff Information Systems Analyst (Specialist) certification list eligibility. (If applicable, please indicate your eligibility in box 12 of your application.)

SROA/Surplus candidates are encouraged to apply. (If applicable, please indicate in box 12 of your application that you are a surplus candidate and attach a copy of your surplus letter.)

Inquiries regarding this position may be directed to: Troy St. Mary at (916) 255-0423.

Candidate may be selected by competitive interview or resume review.

Special Requirements: Include RPA # 06-083 on your application in box 12.

Submit a State of California Std. 678 Application to:

Office of Systems Integration
Interim Statewide Automated Welfare System (ISAWS)
Attention: Troy St. Mary, RPA # 06-083
8810 Cal Center Drive, Suite 300
Sacramento, CA 95826